

FIG. 1

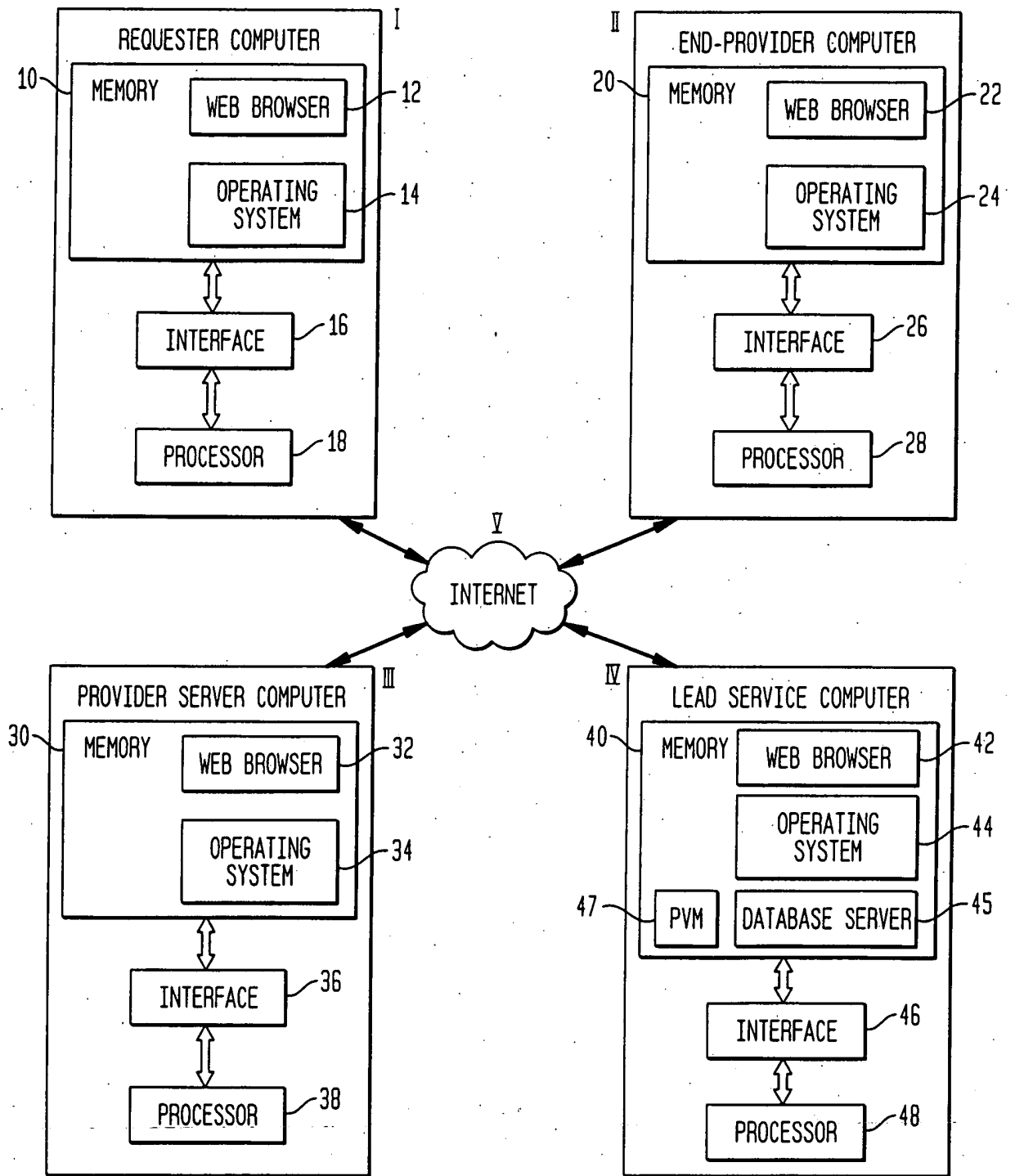


FIG. 2

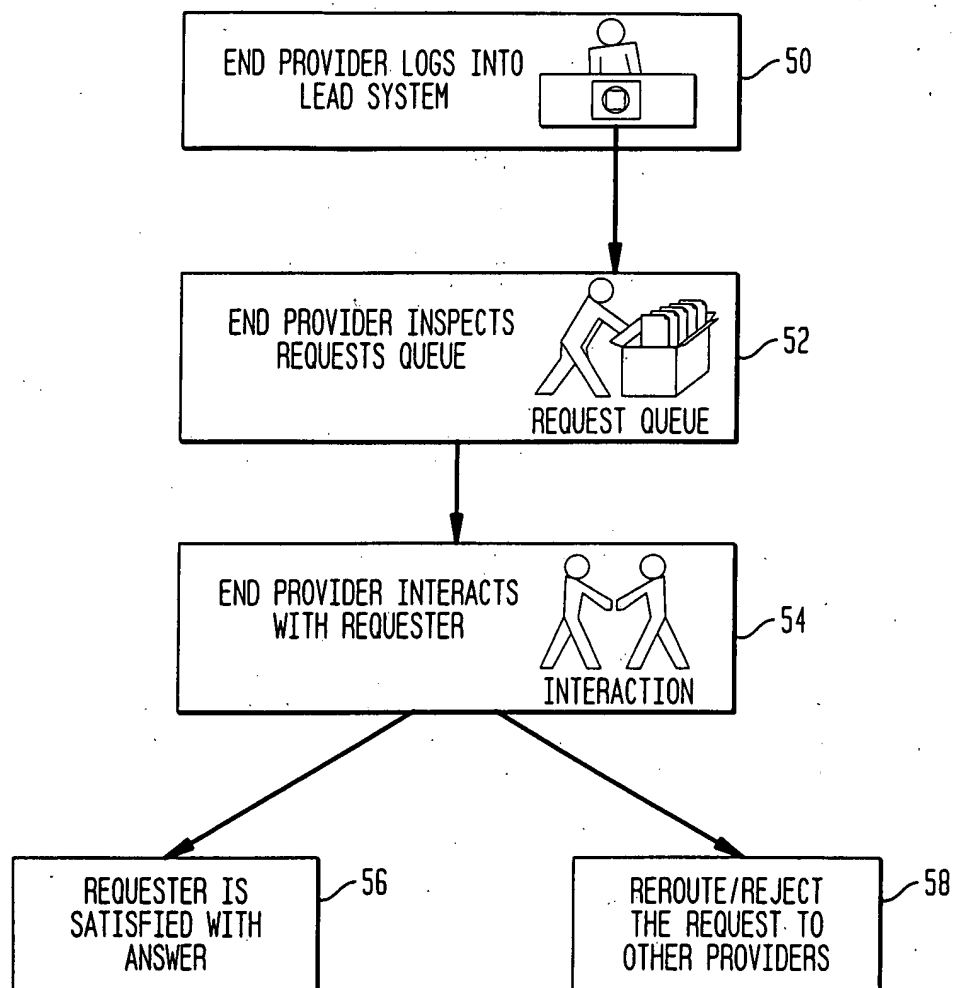
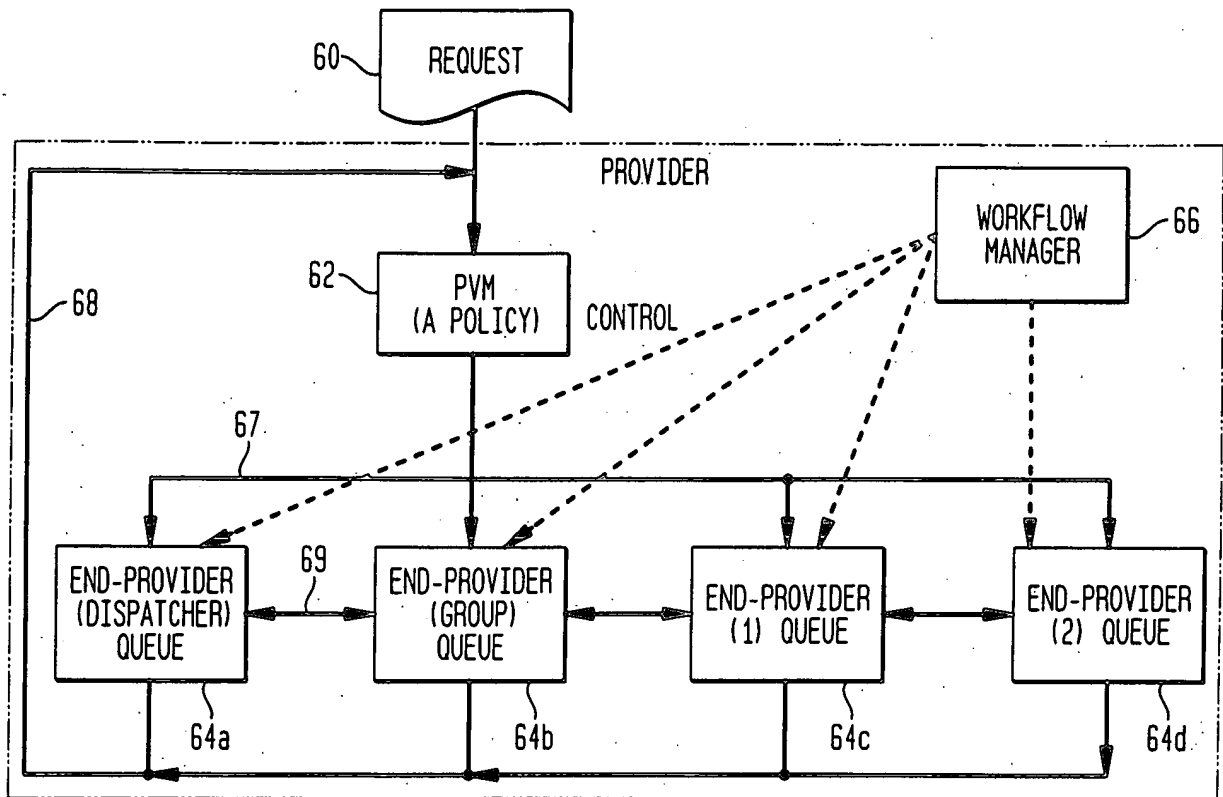


FIG. 3



PVM DECIDES WHICH QUEUE TO DELIVER THE REQUEST TO (67)
 END-PROVIDER CAN DECIDE TO ACCEPT A REQUEST AND HANDLE IT, TO REJECT IT (68) OR TO
 MOVE A REQUEST TO ANOTHER END PROVIDER (69)

FIG. 4

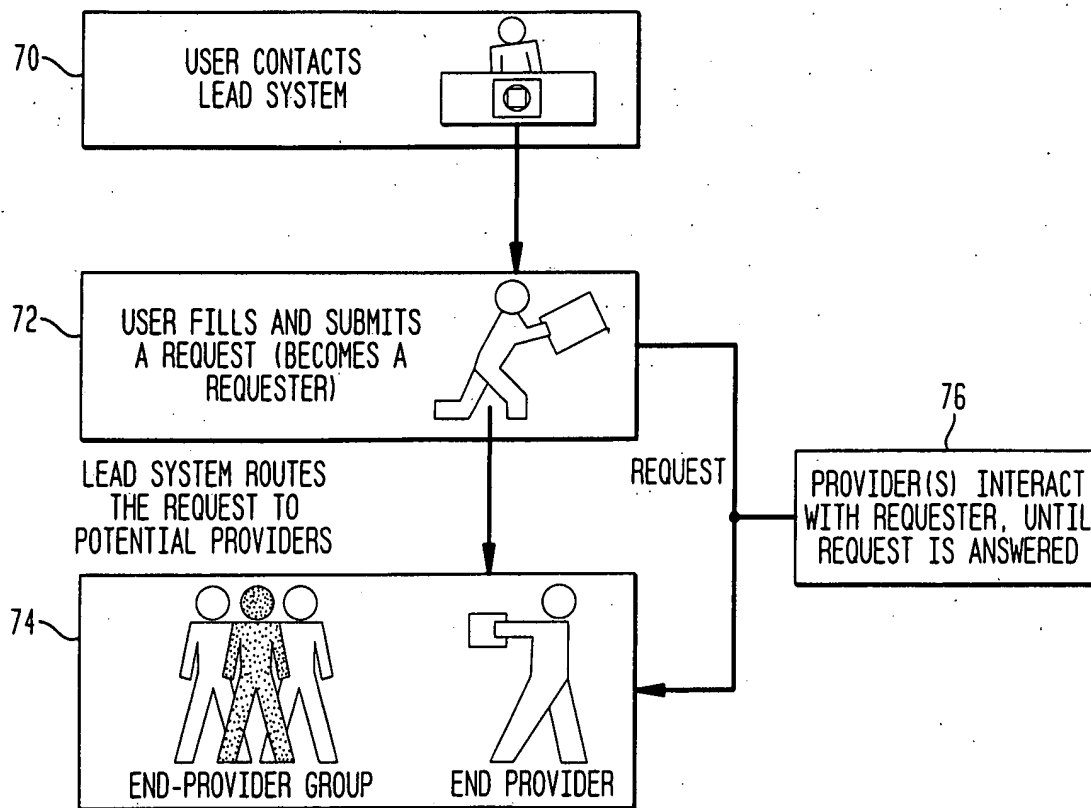


FIG. 5

REQUEST ROUTING INSIDE ORGANIZATION

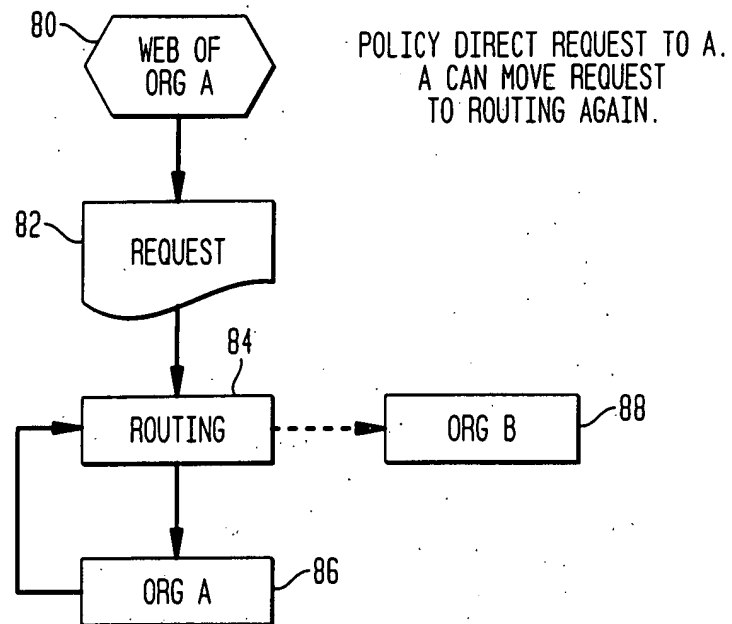


FIG. 6

REQUEST ROUTING
OUTSIDE ORGANIZATION